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AZ CORP COMMISSION
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By _____

December 21, 2010

Bob Stump
Arizona Corporation Commission
1299 W. Washington Street
Phoenix, AZ 85007

Dear Mr. Stump:

I am a resident of Clearwater Hills and am writing you regarding the Arizona American Water Company.

I learned recently that there was a fire in Clearwater Hills and there was insufficient pressure at the hydrants to enable the fire department to extinguish the fire promptly. As a result, the house effectively burned down. This lack of pressure is in spite of the fact that there was \$17 million approved by the Corporation Commission through a high block surcharge for the purpose of replacing pipes and equipment to improve hydrant water pressure and flows in Paradise Valley and Clearwater Hills. Obviously this has not worked. I urge you to take action with Arizona American Water Company to assure this matter does not persist.

In general, Arizona American Water Company has been, in my opinion, a completely irresponsible provider of water. This hydrant pressure problem is one of many reasons any rate increases should be denied.

Very truly yours,

Robert W. Bertrand

Arizona Corporation Commission
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